

General Information

Union County Transportation services are provided to the clients of local human service agencies including but not limited to the Department of Social Services, Union Diversified Industries, Vocational Rehabilitation and Veteran Services. Limited service is also available to the general public of Union County who are not eligible for service through a human service agency

Title VI Policy

Union County Transportation does not discriminate or exclude persons from participation in any federally funded program on the grounds of race, color, sex, age, income status, national origin, or disabilities. Written complaints of a discriminatory act may be submitted to Union County Transportation, 610 Patton Ave., Monroe, NC 28110.

Transportation service will not be offered on the following scheduled county holidays:

- New Year's Day
- Birthday of Martin Luther King, Jr.
- Good Friday,
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving
- Day after Thanksgiving
- Christmas



General Policies

Scheduling

Passengers must schedule a ride at least

48 business hours before the appointment.

Destination address and appointment must be provided at time of scheduling. Drivers will only wait 3 minutes beyond a scheduled pick up time.

Cancellations

Cancellations must be done by 12:00 p.m. the day before the appointment. If not, a \$2.00 late cancel fee may apply. No Shows may impact future privilege for transit services.

Rules For All Riders

- Everyone must wear a seat belt.
- Open containers of food and/or drinks and the use of any tobacco products are not allowed.
- No profanity or vulgarity among passengers or directed to any member of the Union County Transportation staff will be tolerated.
- No standing or moving about the vehicle after being seated until the van arrives to destination.



Union County Transportation



Serving Union County's Elderly,
Disabled and General Public

610 Patton Avenue
Monroe, NC 28110
704-292-2511
TTY/TDD 711

[http://www.co.union.nc.us/Divisions/
Transportation.aspx](http://www.co.union.nc.us/Divisions/Transportation.aspx)

Eligibility

Transportation services are available to members of the general public of Union County and/or those who qualify under a human service agency. To qualify a person must be one of the following:

- A senior citizen who is at least 60 years of age
- A developmentally or physically disabled adult
- A Medicaid client
- A veteran eligible for medical treatment at a VA Hospital or clinic

Under the Rural General Public (RGP) program or EDTAP (Elderly and Disabled) program, qualification is also based upon **availability of space and funding** which is determined by Union County Transportation. In addition a person must meet the following criteria:

- Must be a resident who is not eligible for transportation through a human service agency.
- Is able to pay required fares
- Is willing to work with existing schedules, space and time availability as well as the purchase of prepaid cards as required.



TO MAKE AN APPOINTMENT OR REGISTER

Call:

Appointments:
704-292-2511 opt 2 or 4

Registration:
704-292-2511 opt 3

between the hours of
8 a.m. and 5 p.m.
Appointments must be made 48
business hours in advance of
the time the service is needed.

Trips may be scheduled up to
60 days in advance.

Service Hours:
6 a.m. - 5 p.m.
Monday - Friday

Human service agencies often require their clients' appointments to be scheduled through their agency. Passengers should check with their sponsoring agency to determine who will be responsible for submitting appointment information to Union County Transportation.

Fares

1. Clients sponsored by a human service agency pay no fare.
2. Trips for senior citizens who are funded through the Home and Community Care Block Grant Program are encouraged to make donations but have no set fare. When HCCBG funding is expended, senior citizen transportation will then be funded through a state grant (EDTAP) that requires a fare paid by the passenger. (see amount below)
3. RGP and EDTAP Client Fares:
 - One-way trip within Union County is \$2.
 - Fares must be paid before boarding vehicle. Passengers must have correct fare amount. Drivers will not make change.

